



**COUNTY OF LOS ANGELES  
DEPARTMENT OF AUDITOR-CONTROLLER**

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August 18, 2009

TO: Supervisor Don Knabe, Chairman  
Supervisor Gloria Molina  
Supervisor Mark Ridley-Thomas  
Supervisor Zev Yaroslavsky  
Supervisor Michael D. Antonovich

FROM: Wendy L. Watanabe  
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT –  
CAREPROVIDER.ORG FOUNDATION – CAREPROVIDER CHILDREN  
AND FAMILY SERVICES I AND II GROUP HOMES**

We have completed a review of Careprovider Children and Family Services I and II Group Homes (Group Home or Agency) operated by Careprovider.Org Foundation. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department.

Careprovider Children and Family Services I and II Group Homes are each six-bed facilities, which provide care for children ages 12-17 years who exhibit behavioral, social and emotional difficulties. Careprovider I Group Home provides care for girls and Careprovider II Group Home provides care for boys. At the time of the monitoring visit, each Group Home was providing services for six DCFS children.

Both Group Homes are located in the Fifth District.

**Scope of Review**

The purpose of our review is to determine whether the Agency is providing the services as outlined in their Program Statement. In addition, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, employee records, a facility inspection and interviews with children placed in the Group Home at the time of the

review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

### **Summary of Findings**

Generally, the Agency is providing the services as outlined in their Program Statement. However, the Agency needs to address several deficient areas. Specifically, both Group Homes need to maintain current court authorizations for all children taking psychotropic medication and ensure that the children are routinely seen by the prescribing psychiatrist. In addition, Careprovider I Group Home needs to maintain a variety of recreational equipment. Careprovider II Group Home needs to ensure that all placements meet the population criteria in the Agency's Program Statement and provide children with the required \$50 monthly clothing allowance. Careprovider II Group Home also needs to replace the missing light switch control knob and light fixture cover.

Attached is a detailed report of the review.

### **Review of Report**

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (213) 253-0301.

WLW:MMO:JET:DC:AA:CC:dl

Attachment

c: William T Fujioka, Chief Executive Officer  
Patricia S. Ploehn, Director, DCFS  
Ted Myers, Chief Deputy Director, DCFS  
Susan Kerr, Senior Deputy Director, DCFS  
Robert B. Taylor, Chief Probation Officer  
Emmanuel Chukwuma, Chairman of the Board, Careprovider.Org Foundation  
Emeka Dillibe, Executive Director, Careprovider.Org Foundation  
Public Information Office  
Audit Committee

**Careprovider.Org Foundation  
Careprovider Children and Family Services I Group Home  
Covina, California 91724  
License Number: 197805236  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Careprovider Children and Family Services I Group Home (Group Home or Agency) is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean, orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, the beds all have a full complement of linens, and the children's sleeping arrangements are appropriate.

There are board games, a TV and a DVD player. Books and resource materials, including computers with a variety of programs, are also available. The Group Home maintains some age-appropriate and accessible recreational equipment. However, the Group Home lacks a sufficient variety of recreational equipment.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendation**

- 1. Careprovider.Org Foundation management maintain a variety of recreational equipment.**

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The children meet the Group Home's population criteria as outlined in their Program Statement and are assessed for needed services within thirty days of placement. Case files reflect adequate documentation to show that children are receiving treatment services.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

**Recommendation**

None.

**III. Educational and Emancipation Services****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school, are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills. Children are also provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendation**

None.

**IV. Recreation and Activities****Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. The Group Home provides transportation to and from the activities.

**Recommendation**

None.

**V. Psychotropic Medication****Method of assessment – Review of relevant documents****Comments:**

The medication distribution logs are properly maintained. The children are informed about their psychotropic medication and are aware of their right to refuse medication. However, one child does not have current court authorization for the psychotropic medication she is taking and has not been seen by a psychiatrist since the time of placement.

**Recommendations****2. Careprovider.Org Foundation management:**

- a. Maintain current court authorizations for all children taking psychotropic medications.
- b. Ensure all children taking psychotropic medication are routinely seen by the prescribing psychiatrist.

**VI. Personal Rights****Method of assessment – Interviews with children****Sample size: Two****Comments:**

Children are informed about the Group Home's policies and procedures. Children feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors, and attend religious services of their choice.

The discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Children are satisfied with the meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

**Recommendation**

**None.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes and clothing provided is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance and the children spend their allowances as they choose. The Group Home provides children with adequate personal care items. The children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

**None.**

**VIII. Personnel Background Checks**

**Method of assessment – Review of relevant documents**

**Sample size: Seven**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

**None.**

**Careprovider.Org. Foundation  
Careprovider Children and Family Services II Group Home  
West Covina, California 91790  
License Number: 197804534  
Rate Classification Level: 12**

**I. Facility and Environment**

**Method of assessment – Observation**

**Comments:**

Careprovider Children and Family Services II Group Home (Group Home or Agency) is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Generally, children's bedrooms are well maintained. The rooms are clean, orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, the beds all have a full complement of linens, and children's sleeping arrangements are appropriate. However, the light switch control knob and the ceiling light fixture cover are missing in bedroom two.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

**Recommendation**

1. Careprovider.Org Foundation management replace the missing light switch control knob and light fixture cover.

**II. Program Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are assessed for needed services within thirty days of placement. Case files reflect adequate documentation to show that children are receiving treatment services. However, one child does not meet the Group Home's population criteria as outlined in their Program Statement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

**Recommendation**

2. Careprovider.Org Foundation management ensure that all children accepted for placement meet the population criteria as outlined in their Program Statement.

**III. Educational and Emancipation Services**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

Children are attending school, are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills. Children are also provided with opportunities to participate in emancipation and vocational programs as appropriate.

**Recommendation**

**None.**

**IV. Recreation and Activities**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which

they have an interest. The Group Home provides transportation to and from the activities.

**Recommendation**

**None.**

**V. Psychotropic Medication**

**Method of assessment – Review of relevant documents**

**Comments:**

The medication distribution logs are properly maintained. The children are informed about their psychotropic medication and are aware of their right to refuse medication. However, some children do not have current court authorizations for the psychotropic medication they are taking and have not been routinely seen by the prescribing psychiatrist.

**Recommendations**

**3. Careprovider.Org Foundation management:**

- a. Maintain current court authorizations for all children taking psychotropic medications.**
- b. Maintain documentation showing all children taking psychotropic medications are routinely seen by the prescribing psychiatrist.**

**VI. Personal Rights**

**Method of assessment – Interviews with children**

**Sample size: Two**

**Comments:**

Children are informed about the Group Home's policies and procedures. Children feel safe in the Group Home and are provided with appropriate staff supervision. Children express satisfaction with the quality of their interactions with staff and report that the staff treats them with respect and dignity.

Children are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail, have private visitors and attend religious services of their choice.

The discipline policies are consistently enforced and there are fair and appropriate consequences for inappropriate behavior.

Children are satisfied with the meals and snacks. Children also receive voluntary medical, dental and psychiatric care.

**Recommendation**

**None.**

**VII. Clothing and Allowance**

**Method of assessment – Review of relevant documents and interviews**

**Sample size: Two**

**Comments:**

The Group Home provides appropriate clothing and items of necessity. Children are provided with opportunities to select their own clothes and the clothing provided is of good quality and of sufficient quantity. However, the Group Home does not provide children with the required \$50 monthly clothing allowance.

The Group Home provides children with the required minimum weekly allowance and the children spend their allowances as they choose. The Group Home provides children with adequate personal care items. The children are also encouraged and assisted in creating and maintaining photo albums/life books.

**Recommendation**

- 4. Careprovider.Org Foundation management provide children with the required \$50 monthly clothing allowance.**

**VIII. Personnel Background Checks**

**Method of assessment - Review of relevant documents**

**Sample size: Nine**

**Comments:**

The Group Home has obtained the required criminal and child abuse clearances for their employees.

**Recommendation**

**None.**



Group Homes • Consultation • Staff Training & Professional Development

281 E. Workman Ave., Suite 203, Covina CA 91723

March 25, 2009

Department of Auditor-Controller, World Trade Center  
Children's Group Home Ombudsman Division  
350 S. Figueroa Street 8<sup>th</sup> Floor  
Los Angeles, CA 90071  
Attn: Donald Luther, Group Home Auditor

Facility #197805236

Re: Corrective Action Plan for audit February 2, 2009

#### **I. Facility and Environment**

##### **Recommendation**

1. Careprovider.Org Foundation management maintain a variety of recreational equipment.

##### **Status:**

(Implemented) Additional recreational materials were purchased. See attached receipt for items purchased.

##### **Person to prevent reoccurrence:**

Children placed at Careprovider Children and Family Services regularly participate in several outdoor activities such as organized sports, bowling, basketball etc. as shown on the recreational schedule verified by residents. The

**Person responsible for implementing corrective action:** Facility Coordinator will continue to make sure that recreational equipment is available and maintained at the facility.

**Person responsible for monitoring to ensure corrective action remains implemented and is working as intended:** The Group Home Administrator

#### **V. Psychotropic Medication**

##### **Recommendation**

2. Careprovider.Org Foundation management:
  - a. Maintain current court authorizations for all children taking psychotropic medications.

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**Status:**

(Implemented) Psychotropic authorization request have been made for all residents taking psychotropic medications.

**Person to prevent reoccurrence:**

The Administrator will ensure that the Psychiatrist is informed of and will request that all authorizations be resubmitted (30-60 days prior) to authorization expiration. The Administrator will document and follow-up with the Psychiatrist and the Children's Court Psychotropic Desk to ensure that all psychotropic authorization are maintained in current status.

**Person responsible for implementing corrective action:** The Administrator

**Person responsible for monitoring to ensure corrective action remains implemented and is working as intended:** The Administrator

- b. Maintain documentation showing all children taking psychotropic medication are routinely seen by the prescribing psychiatrist.

**Status:**

(Implemented) Only residents that are on psychotropic medications will be scheduled to see the psychiatrist on a monthly basis.

**Person to prevent reoccurrence:** The Facility Coordinator will make sure that all residents on psychotropic medications are seen by the Psychiatrist monthly and that the proper documentation (Mental Health Verification Form) is completed and filed for each resident.

**Person responsible for implementing corrective action:** The Facility Coordinator

**Person responsible for monitoring to ensure corrective action remains implemented and is working as intended:** The Administrator



Lisa Stovall  
Group Home Administrator  
3/25/09



Group Homes • Consultation • Staff Training & Professional Development

281 E. Workman Ave., Suite 203, Covina CA 91723

March 25, 2009

Department of Auditor-Controller, World Trade Center  
Children's Group Home Ombudsman Division  
350 S. Figueroa Street 8<sup>th</sup> Floor  
Los Angeles, CA 90071  
Attn: Donald Luther, Group Home Auditor

Facility #197804534

Re: Corrective Action Plan for audit February 2, 2009

## **I. Facility and Environment**

### **Recommendation**

1. Careprovider.Org Foundation management replace the missing light switch control and light fixture cover.

#### **Status:**

(Implemented) The switch control knob and light fixture cover was replaced. See the attached receipt and pictures.

**Person to prevent reoccurrence:** The staff will complete a maintenance requisition for all repairs in the facility. The Facility Coordinator will forward the requisition to the maintenance department and schedule a repair date.

**Person responsible for implementing corrective action plan:** Administrator will ensure that agency established procedures on maintenance requisitions are adhered to by all staff.

## **II. Program Services**

### **Recommendation**

2. Careprovider.Org Foundation management ensure that all children accepted for placement meet the population criteria as outlined in their Program Statement.

#### **Status:**

(Implemented) While Part II of the program statement (Program Population, Services and Capabilities) Section 2 (B) Characteristics and Behaviors does state that we will not accept those that are developmentally disabled it does state that we will accept individuals with some deficits in self help-skills. The resident in

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question at the time of the audit does fall into this category. The resident in question was placed with our agency by the Department of Children and Family Services and was not referred, assessed or accepted by the Regional Center until after placement with us. This individual has remained stable in our program for the past 14 months and is making progress in the area of self help skills as verifiable in his NSP and social worker reports. See attached highlighted program statement section B.

**Person to prevent reoccurrence:** The administrator shall thoroughly review and evaluate all children being considered for admission to ensure they meet the population criteria as outlined in the program statement. Further the agency will request a change in the program statement to reflect that developmentally delayed children and Regional Center clients will be considered for the program.

**Person responsible for implementing corrective action:**  
The administrator

**V. Psychotropic Medication  
Recommendation**

**3. Careprovider.Org Foundation management:**

- a. Maintain current court authorizations for all children taking psychotropic medications.

**Status:**

(Implemented) Psychotropic authorization request have been made for all residents taking psychotropic medications.

**Person to prevent reoccurrence:** The Administrator will ensure that the Psychiatrist is informed of and will request that all authorizations be resubmitted (30-60 days prior) to authorization expiration. The Administrator will document and follow-up with the Psychiatrist and the Children's Court Psychotropic Desk to ensure that all psychotropic authorization are maintained in current status.

**Person responsible for implementing corrective action:** The Administrator

**Person responsible for monitoring to ensure corrective action remains implemented and is working as intended:** The Administrator

- b. Maintain documentation showing all children taking psychotropic medication are routinely seen by the prescribing psychiatrist.
- c.

**Status:** (Implemented) Only residents that are on psychotropic medications will be scheduled to see the psychiatrist on a monthly basis.

**Person to prevent reoccurrence:** The Facility Coordinator will make sure that all residents on psychotropic medications are seen by the Psychiatrist monthly and that the proper documentation (Mental Health Verification Form) is completed and filed for each resident.

**Person responsible for implementing corrective action:** The Facility Coordinator

**Person responsible for monitoring to ensure corrective action remains implemented and is working as intended:** The Administrator

#### **VII. Clothing and Allowance**

##### **Recommendations**

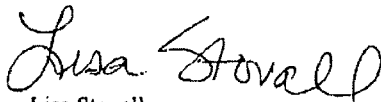
4. Careprovider.Org Foundation management provide children with the required \$50 monthly clothing allowance.

##### **Status:**

(Implemented) All children are provided the required \$50.00 monthly clothing allowance. However staff neglected to have minor sign clothing receipt/log indicating that clothing was purchased.

**Person to prevent reoccurrence:** The Facility Coordinator and resident will complete and sign each residents monthly clothing allowance log with attached receipts for items purchased. The Facility Coordinator will also maintain a running balance on each residents monthly clothing allowance log.

**Person responsible for monitoring to ensure corrective action remains implemented and is working as intended:** The administrator will ensure always that clients clothing receipt/log is maintained and signed by client monthly after every shopping purchase. This documentation will be maintained on file.



Lisa Stovall  
Group Home Administrator  
3/25/09